

terminal being any one of a telephone and a computer which can access homepages or send or receive emails;

at least one operator terminal through which an operator receives the inquiry from the user and answers the inquiry; and

a server connected to said client terminal and said operator terminal,
said client terminal including,

a user interface with which the user can select a type of a communication media
to be used when receiving the answer from the operator; and

a transmission unit which transmits the information related to the communication media selected by the user, contents of the inquiry, and information related to the user to said server, and

said server including,

a queue-managing unit which queue-manages inquiries in which the user has either selected a telephone call as the type of communication media or made the inquiry over a telephone in a unified manner; and

a processing unit which successively processes the inquiries in the queue on said operator terminal.

10. (NEW) The call service system according to claim 1, wherein

said queue-managing unit manages a first queue including a waiting matrix for inquiries in which telephone has been selected as the type of communication media and a second queue including the inquiries made over a telephone, and

said processing unit allocates the inquiries in the second queue to said operator terminal, and when there is no entry in the second queue for a predetermined time, successively allocates the inquiries in the first queue to said operator terminal.

11. (NEW) The call service system according to claim 1, wherein

said queue-managing unit manages the inquiries in which the user has either selected a telephone call as the type of communication media or made the inquiry over a telephone in one queue, and

said processing unit successively allocates the inquiries in the queue to said operator terminal in accordance with a predetermined rule.

12. (NEW) The call service system according to claim 1, wherein
said queue managing unit queue-manages a demand for notification received from a
plurality of said operator terminals for simultaneously notifying a plurality of users of information
items, inquiries in which a telephone call is selected as the type of communication media, and
inquiries received over a telephone, in a unified manner.

13. (NEW) The call service system according to claim 1, wherein
said user interface comprises a homepage inquiry screen that is provided with at least
an input frame for allowing a selection among a retrieval of knowledge data base, an inquiry
through an electronic mail and an inquiry through telephone, an input frame used for inputting
information related to the user and an input frame in which the contents of an inquiry are input.

14. (NEW) A call service method of receiving an inquiry from a client terminal of a
user, giving an answer to the inquiry through at least one operator terminal, said client terminal
being any one of a telephone and a computer which can access homepages or send or receive
emails, the method comprising the steps of:

a user selecting a type of communication media to be used when receiving the answer
from said operator terminal, the selection being performed on a user interface of said client
terminal;

said client terminal of the user transmitting information related to the type of
communication media selected by the user, the contents of the inquiry and information related
to the user to a server;

said server queue-managing the inquiries in which a telephone call has been selected
as the type of communication media and the inquiries received in the form of a telephone call in
a unified manner; and

said server providing a control to successively process the inquiries in the queue on said
operator terminal.

15. (NEW) A computer-readable recording medium that stores a computer program
which when executed on a computer realizes a method of receiving an inquiry from a client
terminal of a user, giving an answer to the inquiry through at least one operator terminal, said
client terminal being any one of a telephone and a computer which can access homepages or
send or receive emails, the computer program making the computer realize the steps of:

displaying a user interface on said client terminal of the user for selecting a type of communication media to be used when receiving the answer from said operator terminal;

said client terminal of the user transmitting information related to the type of communication media selected by the user, the contents of the inquiry and information related to the user to a server;

said server queue-managing the inquiries in which a telephone call has been selected as the type of communication media and the inquiries received in the form of a telephone call in a unified manner; and

said server providing a control to successively process the inquiries in the queue on said operator terminal.

16. (NEW) A computer program which when executed on a computer realizes a method of receiving an inquiry from a client terminal of a user, giving an answer to the inquiry through at least one operator terminal, said client terminal being any one of a telephone and a computer which can access homepages or send or receive emails, the computer program making the computer realize the steps of:

displaying a user interface on said client terminal of the user for selecting a type of communication media to be used when receiving the answer from said operator terminal;

said client terminal of the user transmitting information related to the type of communication media selected by the user, the contents of the inquiry and information related to the user to a server;

said server queue-managing the inquiries in which a telephone call has been selected as the type of communication media and the inquiries received in the form of a telephone call in a unified manner; and

said server providing a control to successively process the inquiries in the queue on said operator terminal.